

[Date]

Dear Applicant:

Subject: Supplement to Complaint

Complaints filed after January 1, 1998, are required to include the following information:

1. Category
2. Need for hearing
3. Issues
4. Schedule

A well-prepared application should contain a clear and concise summary of the issues that the Commission is being asked to resolve. If your application already contains a summary of the issues to be considered by the Commission, simply indicated on the form the section or page if your application, where the issues are summarized. If your application does not contain this information, please summarize the issues on the attached form or on a separate page.

Attachments

Scoping Memo Information for Complaint

1. Category

Complaints are categorized as adjudicatory unless they are complaints about the reasonableness of rates, in which case they are categorized as ratesetting. Complaints about the reasonableness of rates or charges of electric, gas, water, and telecommunications utilities may not be filed by individual customers. Such complaints may be filed by a city, city and county, or a group of at least 25 customers. (See Public Utilities Code Section 1702.)

The proposed category for the complaint is (check one):

☐ Adjudicatory

☐ Ratesetting

2. Are hearings needed?

☐ Yes

☐ No

3. Issues

What are the issues that must be decided in order for the Commission to resolve the complaint? For example, issues may include answers to the following questions:

- What rate, rule or order, do you allege the utility violated?
- How long did the alleged violation last?
- What action did the complainant take to correct the problem?
- What action did the utility take to correct the problem?

4. Proposed Schedule for Resolving the Complaint

Complaints categorized by the Commission as adjudicatory are to be resolved within 12 months.

Complaints categorized by the Commission as ratesetting are to be resolved within 18 months.

Typically, complaint cases are scheduled to have a prehearing conference (to arrange hearings and any other actions needed to process the case) within 30 to 40 days after the complaint is filed. Evidentiary hearings, if they are needed, are usually scheduled 50 to 70 days after the complaint is filed.

If you proposed a schedule different from the above, please explain your proposed schedule and why it needs to be different.

Signature of Complainant

Print Name of Complainant